

Shop • SAFELY

Guidance for Shoppers



The risk of COVID-19 spreading in the shopping setting increases as follows:

Lower Risk:

Online Shopping
Curbside Pick-Up

Moderate Risk:

Shopping in person in communities that have a mask mandate
Shopping in person in communities that have capacity restrictions for retailers

Higher Risk:

Shopping in person in communities that do not have a mask mandate
Shopping in person in communities that do not have capacity restrictions for retailers
Going shopping in crowded stores just before, on, or after Thanksgiving
Traveling to multiple geographic locations to shop

Shoppers should take all precautions to protect themselves and others this holiday season.

Remember the 3 W's to Protect Yourself While Shopping in Person

- Wear a mask
- Watch your distance, stay 6 feet away from other shoppers at all time
- Wash your hands frequently, have hand sanitizer with at least 60% alcohol on hand to use

Additional Tips to stay safe as your shop this holiday season:

- Shop your favorite retail or local shops online
- Utilize Curbside pick-up when available
- Skip the coffee, hot chocolate or holiday treats while out. Eating and drinking requires you to remove your mask.
- Wash your hands or use hand sanitizer after touching high frequency surfaces.
 - When shopping these can include ATM's, Credit Card Machines, Cart Handles, etc.
- Shop early if at all possible, avoid shopping in person on days you know will be busy
- Use contactless Credit Cards if retailers have the option



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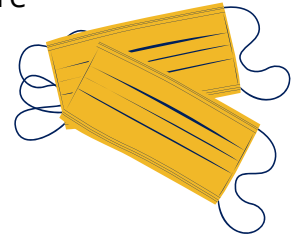
Guidance for Retailers



Keep your staff and customers safe by enforcing the **3 W's**:

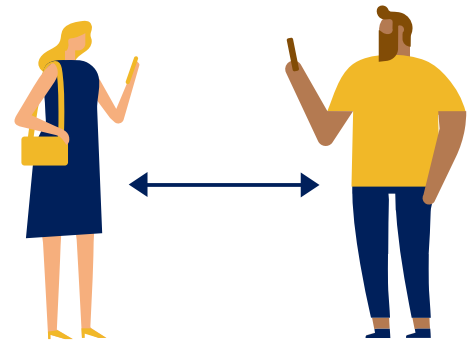
Wear a mask

- Require all staff to wear appropriate face coverings properly, offer training to seasonal staff and a refresher for regular staff to ensure they are trained on wearing masks properly
- Use signs at all entrances to remind customers that masks are required
- Use positive reinforcement to encourage better mask use among customers (i.e. thanking customers who are wearing masks when they enter the store or providing masks to those who are not)



Wash your hands frequently, have hand sanitizer with at least 60% alcohol on hand to use

- Use signs to encourage hand washing in public bathrooms
- Sanitize high frequency surfaces in between uses (self-check outs, credit card machines, cart handles, etc.)



Watch your distance, stay 6 feet away from other shoppers at all time

- Create work zones or stations to ensure that employees are always able to stay 6 feet apart
- Implement cohorts for staff to avoid contact between shifts, so if there is a positive individual on one shift, they do not spread it to employees on another



Non-traditional Shopping

- Spread out holiday sales over November and December to avoid large crowds
- Create online stores and ordering to allow customers to shop safely
- Offer incentives for curbside pick-up (i.e. a small discount or gift when checking out curbside rather than in store)
- Offer "Facetime shopping" to allow customers to work with a personal shopper over a video call to select products in-store, then pick them up curbside